



# eArmy Family Messaging System

- The eAFMS Webinar covers the following topics:
  - Signing into eAFMS
  - Uploading Recipients
    - Template
    - Options
  - Sending a Message
    - Phone
    - Email
    - Reports
  - Managing Your Site's Information
    - Caller ID
    - Email ID

# Signing into eAFMS

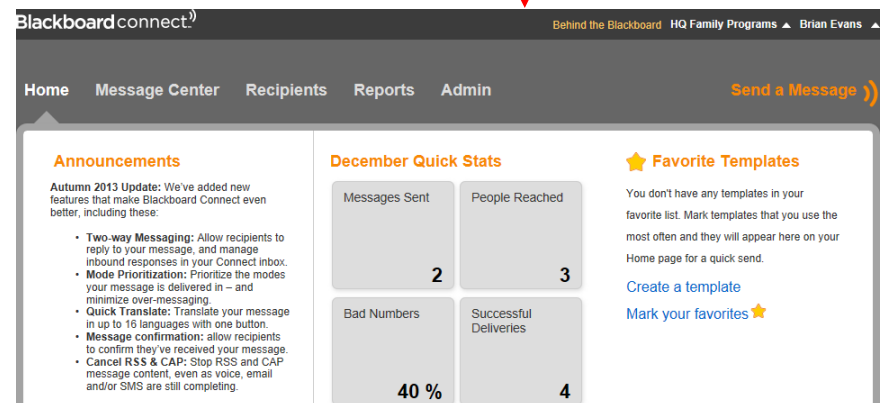
The single sign on is still active for eAFMS.

Log into Army FRG.  
Go to the **Featured Links** tab.

Select the link for the **eArmy Family Messaging System**.

A new tab will open to eAFMS.

You must have an account on Army FRG to use eAFMS.





# Uploading Recipients - Template

First, download the Template:

[https://www.armyfrg.org/eAFMS\\_Template](https://www.armyfrg.org/eAFMS_Template) OR

Go to the Resources tab, then into the Download Center, and go to the **eArmy Family Messaging System** category to get the **eAFMS Upload Template**.

The Template requires the following fields (required in **bold**.):

**AGENCY:** This is the name of the Unit you are adding the person to (required).

**CONTACTTYPE:** This should be set to "Resident" for all entries (required).

REFERENCECODE: Leave this blank.

**FIRSTNAME:** The user's first name (required).

**LASTNAME:** The user's last name (required).

**PRIMARYPHONE:** The user's primary phone number to be contacted at (required). This number should be the same as one of the Home, Work, or Mobile numbers (required).

*HOMEPHONE:* The user's home phone number.

*WORKPHONE:* The user's work phone number.

*MOBILEPHONE:* The user's mobile phone number.

EMAILADDRESS: The user's email address.

EMAILADDRESSALT: The user's alternative email address.

HOMEADDRESS: The user's street address.

HECITY: The user's city.

HESTATE: The user's state.

HEZIP: The user's ZIP code.

GROUP: The group the user is to be put into. You can use this to create the group if it doesn't already exist. If the user is to be put into multiple groups, simply add GROUP columns.



# Uploading Recipients - Template

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Please note that the Template is a .csv file. When you save it, make sure you keep it as a .csv file. Excel should do so by default.

Do not change the formatting of the Template in any way such as by adding borders, colors, shading, fonts, centering, etc.

Do not change the headers of the Template. While you can add extra GROUP columns if a user belongs in many groups, do not change the headers of any of the other columns.

Any groups you create in this file that do not already exist will be created automatically. Check your spelling to ensure an accurate upload.

# Uploading Recipients - Options

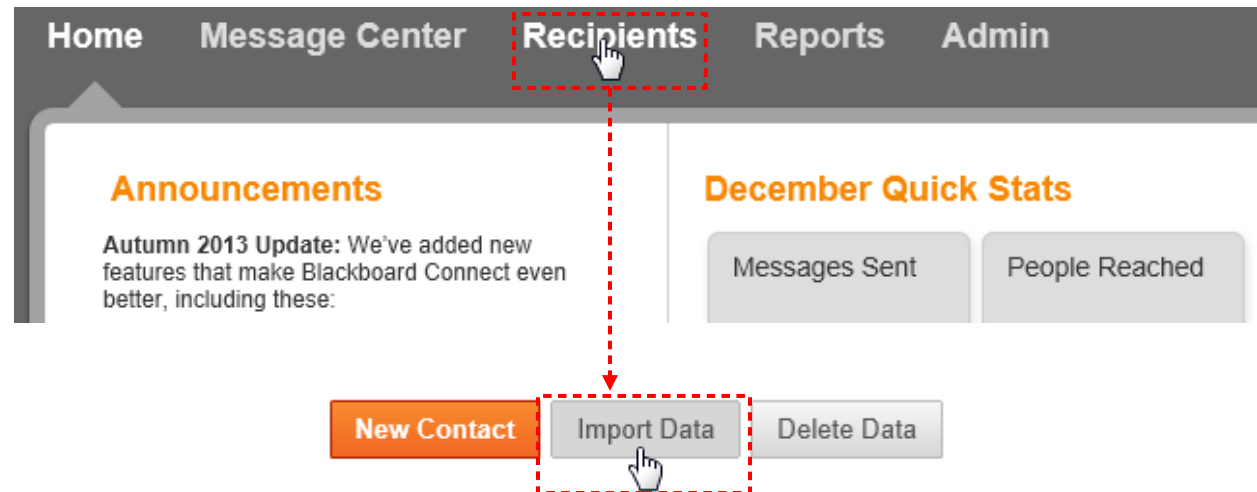
Click on **Recipients** in the top navigation.

Then click on **Import Data**.

You'll be asked for some information regarding the file you are uploading.

Click on **Select** to locate the file you are uploading.

- Select the site this information should be uploaded to. This will usually be your site. If you are an admin for a higher Unit such as a Brigade and you are making an upload for a child site such as a Battalion, choose that Unit.
- Set the Contact Type to **Resident**.
- Leave the Data Provider as **CLIENT**.
- If you are doing a delete-and-replace, click on **Advanced options**.
  - Check the **Resident** checkbox in *Remove contact types not provided in the import file*. This will delete all old entries marked as Resident.
- When ready, click **Import**.



You will receive an email notice

when your file has been

imported. You can view the

# Uploading Recipients - Options



## Import Data

[View import history](#)

- 1 Select your import file  
  
**eAFMS\_Upload\_Template.csv**
- 2 Select Site
- 3 Select Contact Type
- 4 Data Provider

[Advanced options](#)

### Import Checklist

- ✓ Column headers must match ours exactly
  - No spaces
  - Use exact names
- ✓ You must use valid file formats
  - Comma-separated (\*.csv)
  - Tab-delimited (\*.txt)

### Helpful Links

[List of data fields](#)  
[Country Naming Convention](#)  
[Sample import files](#)  
[Creating an import file](#)

# Uploading Recipients - Options



## Advanced options

### Remove by Data Provider

Any contacts previously provided by the above indicated Data Provider that are NOT provided in this import file will be removed from your account.

☐ CLIENT

### Remove contact types not provided in the import file

Any of the Contact Types you select below will be removed and replaced by Contact Type data in your import file.

- ☐ Resident
- ☐ Business
- ☐ Employee
- ☐ Other

### Update provided columns only

- Will only update the fields provided in your import file
- Fields with blank data for a contact will be cleared
- ReferenceCode is a required column when selecting this option

☐ Preserve Data

### Refresh Groups

- Will update Refresh Groups to remove contacts from Refresh Groups not provided in import file.
- Will delete empty Refresh Groups at the time of import, and any Refresh Groups that become empty during import.

☐ Refresh Groups



# Uploading Recipients - Options

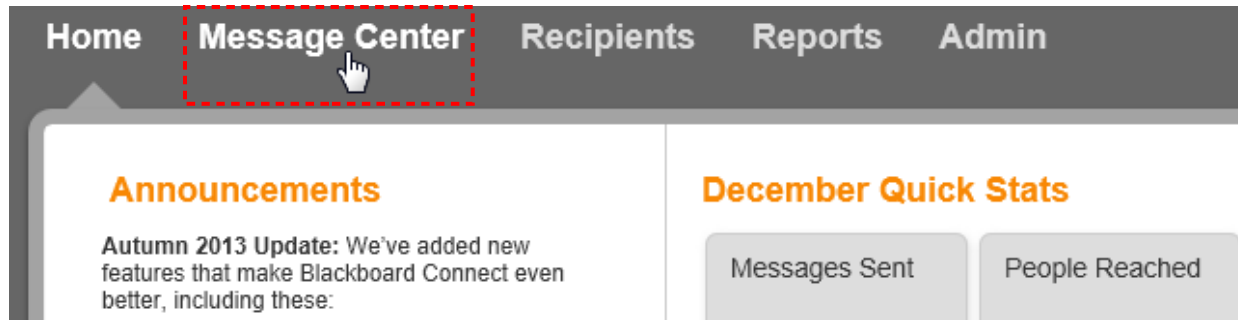


1. Click on **Select** to locate the file you are uploading.
2. Select the site this information should be uploaded to. This will usually be your site. If you are an admin for a higher Unit such as a Brigade and you are making an upload for a child site such as a Battalion, choose that Unit.
3. Set the Contact Type to **Resident**.
4. Leave the Data Provider as **CLIENT**.
5. If you are doing a delete-and-replace, click on **Advanced options**.
  - Check the **Resident** checkbox in *Remove contact types not provided in the import file*. This will delete all old entries marked as Resident.
6. When ready, click **Import**.

You will receive an email notice when your file has been imported. You can view the results by clicking on **View import history** on this page.

# Sending a Message


To send a message in eAFMS, click on **Message Center**:



From the Message Center, indicate if you are sending an **Emergency** message or an **Outreach** message.

An Emergency message will use all contact methods available for the user while an Outreach will only use the preferred method of contact.


## Choose Message Type



or

Choose a Template ▼

Emergency messages will get highest priority in the queue and will be sent to all possible contact methods for selected recipients of the message.



or

Choose a Template ▼

Outreach messages should be used for announcements and news to be sent out broadly. Recipients will receive outreach messages via their preferred methods of contact.

# Sending a Message



Home
Message Center
Recipients
Reports
Admin
Send a Message ))

Send
Drafts
Outbox
Sent
Templates
Scripts

### Send a Message

Cancel
Save as Draft
Next

Message Type Emergency

Title

To...

Add Languages...

\* English (0)

Delivery Modes

0
 0
 0
 0
 0
 0
 0

Phone

CallerId Emergency Calls 555-555-5555

Delivery Options ☐ TTY ☐ Call phones one time only

Add Voice (1/5) Add Text to Speech (1/5)

Time Zone (GMT-05:00) Eastern Time (US & Canada)

When ☐ Now ☒ Later

Select a date: 11 Dec 2013 10:00 PM Add Selected Date

No Dates Selected. Please add a date.

Cancel
Save as Draft
Next

# Sending a Message



The system will then ask you information about the message:

- **Message Type**

- This is set to either Emergency or Outreach based on your previous choice. You can change it if you clicked the wrong one.

- **Title**

- The title of the message

- **To**

- Who is going to receive the message? You can type in the name of the Group. The system will match what you type to the Group names available. Select the Group from the list that appears to add that Group to the recipient list.

If you want to send the message to everyone, type **All**.

- **Add Languages**

- Select any additional languages to use with the message.

- **Delivery Modes**

- Click to edit that particular method of delivery. The system lets you know how many people will receive the message via that method. See below for details on each method.

- **Time Zone**

- The time zone for the message.

- **When**

- When should the message be delivered?

# Sending a Message: Phone



To send a **Phone** message, first set the **CallerID** that the message will come from. Then click on either **Add Voice** or **Add Text to Speech**. You can add up to five voice messages total.

## Phone

CallerId

Emergency Calls

555-555-5555



Delivery  
Options

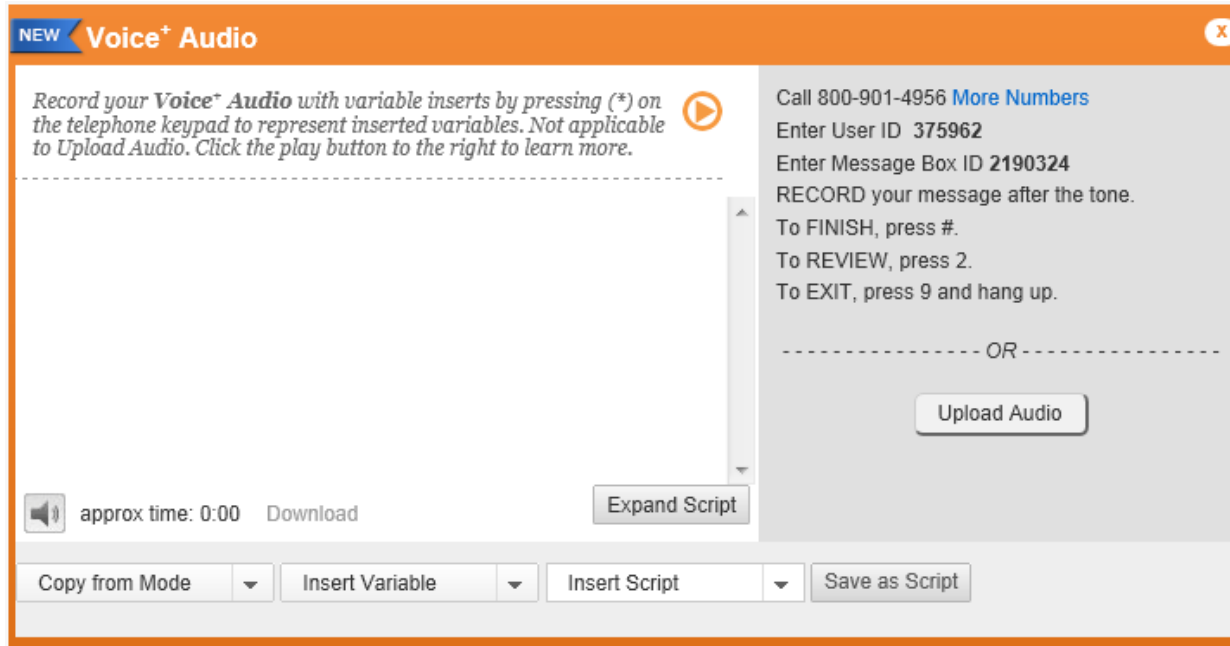
☐ TTY ☐ Call phones one time only

Add Voice (1/5)

Add Text to Speech (1/5)

# Sending a Message: Phone

When you click on a Voice message you will get the following screen:




**NEW Voice+ Audio**

*Record your **Voice+ Audio** with variable inserts by pressing (\*) on the telephone keypad to represent inserted variables. Not applicable to Upload Audio. Click the play button to the right to learn more.*

Call 800-901-4956 [More Numbers](#)  
 Enter User ID 375962  
 Enter Message Box ID 2190324  
 RECORD your message after the tone.  
 To FINISH, press #.  
 To REVIEW, press 2.  
 To EXIT, press 9 and hang up.

----- OR -----

[Upload Audio](#)

 approx time: 0:00 [Download](#) [Expand Script](#)

[Copy from Mode](#) [Insert Variable](#) [Insert Script](#) [Save as Script](#)

Follow the instructions on the right to call the system and record your message. The system will give you a scratch pad where you can write out the message you would like to send. This way, when you call the system to record it, you can read it rather than trying to compose the message off the cuff.

This also allows you to use the **Insert Variable** option. This allows you to have the text-to-speech insert a recipient-dependent option such as the person's name. For example, you would compose a message:

Hello, [FIRST\_NAME].

As you record your message, you hit the \* key on your phone at the appropriate time to insert the variable. When the message goes out, the system will have the text-to-speech engine insert the recipients First Name at that point.

# Sending a Message: Phone



When you click on a Text to Speech message, you will get the following screen:



Write whatever message you wish to have the system read out when it calls the users.

Just like with a recorded voice message, you can use the Insert Variable option to have the system pull information from the recipient's profile to read at that point.

In either case, voice or text-to-speech, you can copy over information from one of the other modes by using the **Copy from Mode** dropdown. That is, if you have already put in an email message and the phone message is going to be the same, you can pull the text over from the email message without having to retype it in. You can then edit the text to customize it for voice.


# Sending a Message: Email

When sending an Email, you will see the following:

**Email**

From: CATAPULT TECHNOLOGY (email@blackboard.com) ▼

Subject:


 Paragraph S... Font Name Re...

Design HTML Preview

30000 Characters remaining

Copy from Mode ▼ Insert Variable ▼ Insert Script ▼ Save as Script

Indicate where the message is coming **From** and then enter the **Subject** and the body of the message.

You can use the **Insert Variable** option and if you have a message from another mode (such as Phone), you can copy it from that other method by selecting it from the **Copy from Mode**





# Sending a Message

When you are ready, click **Next** to review the details of the message:

### Review Your Message

|                  |                         |
|------------------|-------------------------|
| Title            | This is my test message |
| Message Type     | Emergency               |
| Institution      | HQ Family Programs      |
| Scheduled By     | Brian Evans             |
| Languages        | English* 2              |
| Total Recipients | 2                       |

☐
**⚠ Over 75% of contacts selected**  
 You are sending this message to over 75% of your contacts. Please check the box to confirm that you really want to do this.

|            |   |
|------------|---|
| Deliveries | <div>  2                 </div> <div>  2                 </div>                       |
| Send Time  | Send Immediately<br><div> <input type="checkbox"/> <b>⚠ Late Hour Message</b><br/>                     You are sending this message rather late in the evening. Please check the box to confirm that you really want to do this.                 </div> |

Edit Message

Send

If the message is good to go, click **Send**.

The system will warn you if you are sending to more than 75% of your contacts. This is to help prevent you from accidentally sending a message to everyone. It will also warn you if the message is being sent at a late time in order to prevent interruptions of people at odd hours.

# Sending a Message: Reports



To view the results of your message, click on **Sent** after the message has finished processing.

Send  
Drafts  
Outbox  
**Sent**  
Templates  
Scripts

## Sent

7 sent messages found

HQ FAMILY PROGRAMS
All

| Type | Message Title                        | Delivery Date                    | Recipients | Status                  |
|------|--------------------------------------|----------------------------------|------------|-------------------------|
|      | Testing number speech                | 31 December 2013<br>12:31PM (ET) | 1          | Completed               |
|      | Message Title                        | 19 December 2013<br>3:58PM (PT)  | 4          | Completed               |
|      | This is our training message for De. | 18 December 2013<br>4:01PM (PT)  | 4          | Completed               |
|      | This is the test message for eAFMS   | 17 December 2013<br>7:09PM (ET)  | 4          | Completed               |
|      | Here is my message.                  | 16 December 2013<br>11:41AM (ET) | 2          | Completed               |
|      | This is my test message              | 11 December 2013<br>9:58PM (ET)  | 2          | Completed               |
|      | Test                                 | 5 December 2013<br>2:28PM (ET)   | 1          | Completed with warnings |

page 1 of 1

Hover over the message and click on the hourglass to view the details of the message.

# Sending a Message: Reports



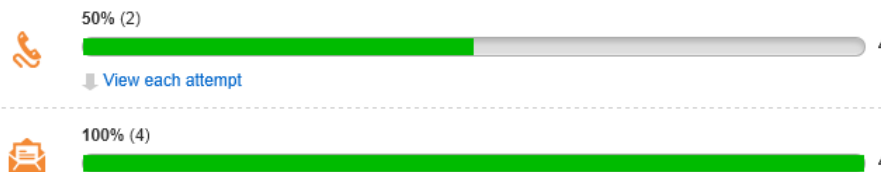
The system will show you the details of the message including how many people were successfully contacted for each delivery method. To see the specific details, click on **View Detailed Results**.

## Delivery Results

[Back to Sent](#) | [Print](#)

|                     |  |
|---------------------|--|
| Title               | Message Title  |
| Message Type        | Outreach   |
| Site                | HQ FAMILY PROGRAMS   |
| Scheduled By        | Brian Evans  |
| Send Time           | 19 December 2013 3:58PM (PT)   |
| Voice Completed     | 19 December 2013 4:03PM (PT) (First attempt completed at 19 December 2013 4:01PM (PT)) |
| Email Completed     | 19 December 2013 3:59PM (PT)   |
| Selected Contacts   | <a href="#">4</a><br>Successfully reached 4 (100%)                                     |
| Mode Prioritization | No   |
| Languages           | <a href="#">English*</a>   |

### DEVICE DELIVERIES



[View Detailed Results](#)

# Sending a Message: Reports






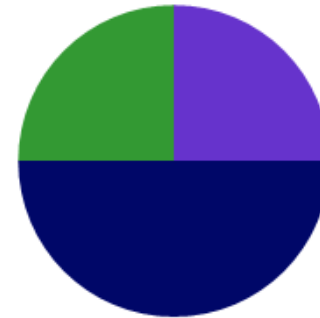
From here, you can see how the messages were delivered. For details regarding the delivery method for each individual contact, click on **Export**. The system will generate an Excel spreadsheet listing every person who received a message and the results of the delivery (Bad Phone Number, Live Delivery, etc.)

## DETAILED DELIVERY RESULTS

Select all

☐  Voice

|                          |   |   |
|--------------------------|---|---|
| <input type="checkbox"/> |  Bad Phone Number  | 2 |
| <input type="checkbox"/> |  Live Delivery     | 1 |
| <input type="checkbox"/> |  Answering Machine | 1 |



☐  Email

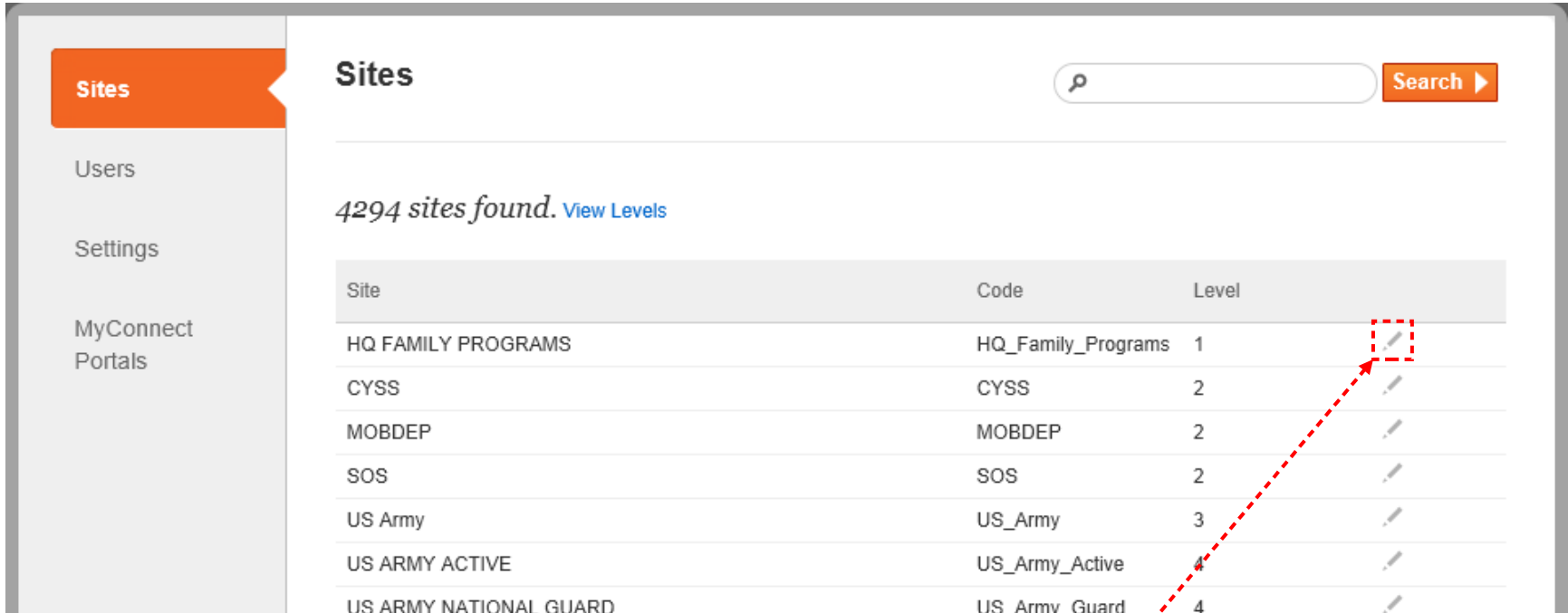
|                          |  |   |
|--------------------------|--|---|
| <input type="checkbox"/> |  E-mailed | 4 |
|--------------------------|--|---|



Export








Resend

To manage your site's name, time zone, etc., click on **Admin** in the top navigation:



**Sites**

4294 sites found. [View Levels](#)

| Site                   | Code               | Level |   |
|------------------------|--------------------|-------|---|
| HQ FAMILY PROGRAMS     | HQ_Family_Programs | 1     |    |
| CYSS                   | CYSS               | 2     |    |
| MOBDEP                 | MOBDEP             | 2     |    |
| SOS                    | SOS                | 2     |    |
| US Army                | US_Army            | 3     |    |
| US ARMY ACTIVE         | US_Army_Active     | 4     |   |
| US ARMY NATIONAL GUARD | US Army Guard      | 4     |  |

Find the site you wish to edit and click on the pencil icon for it.

## Edit Site

Site Name

HQ FAMILY PROGRAMS

Primary Phone

1 - United States

2404822164

Primary Fax

1 - United States

Country

1 - United States

Address 1

7500 OLD GEORGETOWN ROAD

Address 2

City

BETHESDA

State

MARYLAND

Zip

20814

State-County

Website

Data Source Code

HQ\_Family\_Programs

Modify

### Profile

Contract Expires: 30 Nov 2014

Level Number

1

Master Site

HQ FAMILY PROGRAMS

Superior Site

Security Level

Unrestricted

Language

English

Time Zone

(GMT-05:00) Eastern Time (US & Canada)

Cancel

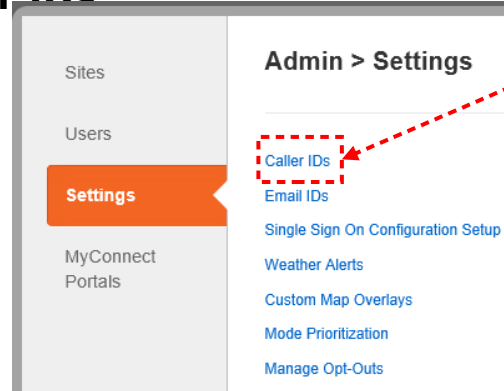
Save

From here you can edit your sites name, contact information, location, primary language, and time zone.

# Managing Your Site's Information: Caller ID



To manage the Caller IDs available for your messages, click on the **Settings** tab in the **Admin** section and then on **Caller IDs**



## Settings - Caller IDs

Click on **Add New** to create a new ID.



*2 caller ids found*

HQ FAMILY PROGRAMS ▼

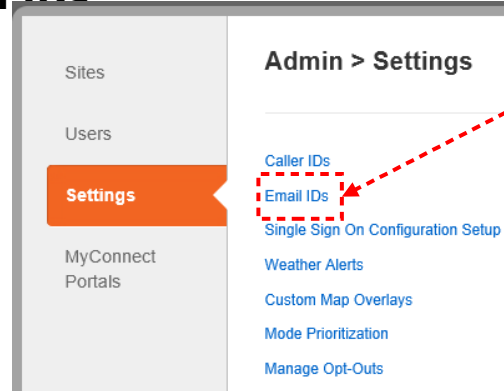
| Default                          | Description ▲       | Caller ID    |
|----------------------------------|---------------------|--------------|
| <input checked="" type="radio"/> | CATAPULT TECHNOLOGY | 240-482-2164 |
| <input type="radio"/>            | Emergency Calls     | 555-555-5555 |

Hover over an entry and then click on the pencil icon to edit an entry.

# Managing Your Site's Information: Email ID



To manage the Email IDs available for your messages, click on the **Settings** tab in the **Admin** section and then on **Email IDs**



## Settings - Email IDs

Click on **Add New** to create a new ID.



2 emails found

HQ FAMILY PROGRAMS ▼

| Default                          | Description ▲       | Email ID                                   |
|----------------------------------|---------------------|--|
| <input checked="" type="radio"/> | CATAPULT TECHNOLOGY | CATAPULT TECHNOLOGY (email@blackboard.com) |
| <input type="radio"/>            | Emergency Email     | Emergency (jason.dove@blackboard.com)      |